



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

Illinois Bell Telephone Company
for quarter ending December 31, 2004

| Performance Data | October | November | December | Quarterly Average |
|--|---------|----------|----------|----------------------|
| A. Operator Answering Time - Toll and Assistance [730.510(a)(1)] | 2.89 | 2.74 | 3.33 | 2.99 |
| B. Operator Answer Time - Information [730.510(a)(1)] | 5.43 | 4.81 | 5.00 | 5.08 |
| C. Repair Office Answer Time [730.510(b)(1)] | 46.05 | 57.53 | 41.72 | 48.43 |
| D. Business or Customer Service Answer Time [730.510(b)(1)] | 23.50 | 20.67 | 23.15 | 22.44 |
| E. Percent of Service Installations [730.540(a)] | 98.88% | 99.16% | 98.78% | 98.94% |
| F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)] | 96.54% | 94.74% * | 95.39% | 95.54% |
| G. Trouble Reports per 100 Access Lines [730.545(a)] | 1.44 | 1.59 | 1.57 | 1.53 |
| H. Percent Repeat Trouble Reports [730.545(c)] | 9.10% | 8.15% | 8.78% | 8.66% |
| I. Percent of Installation Trouble Reports [730.545(f)] | 9.38% | 12.43% | 11.47% | 8.88% |
| J. Missed Repair Appointments [730.545(h)] | 407 | 542 | 540 | 496 |
| K. Missed Installation Appointments [730.540(d)] | 596 | 565 | 562 | 574 |

Comments



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